

Strategic Planning FY 2020-2022



Correctional Health: Adult and Juvenile

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**COOK COUNTY
HEALTH**

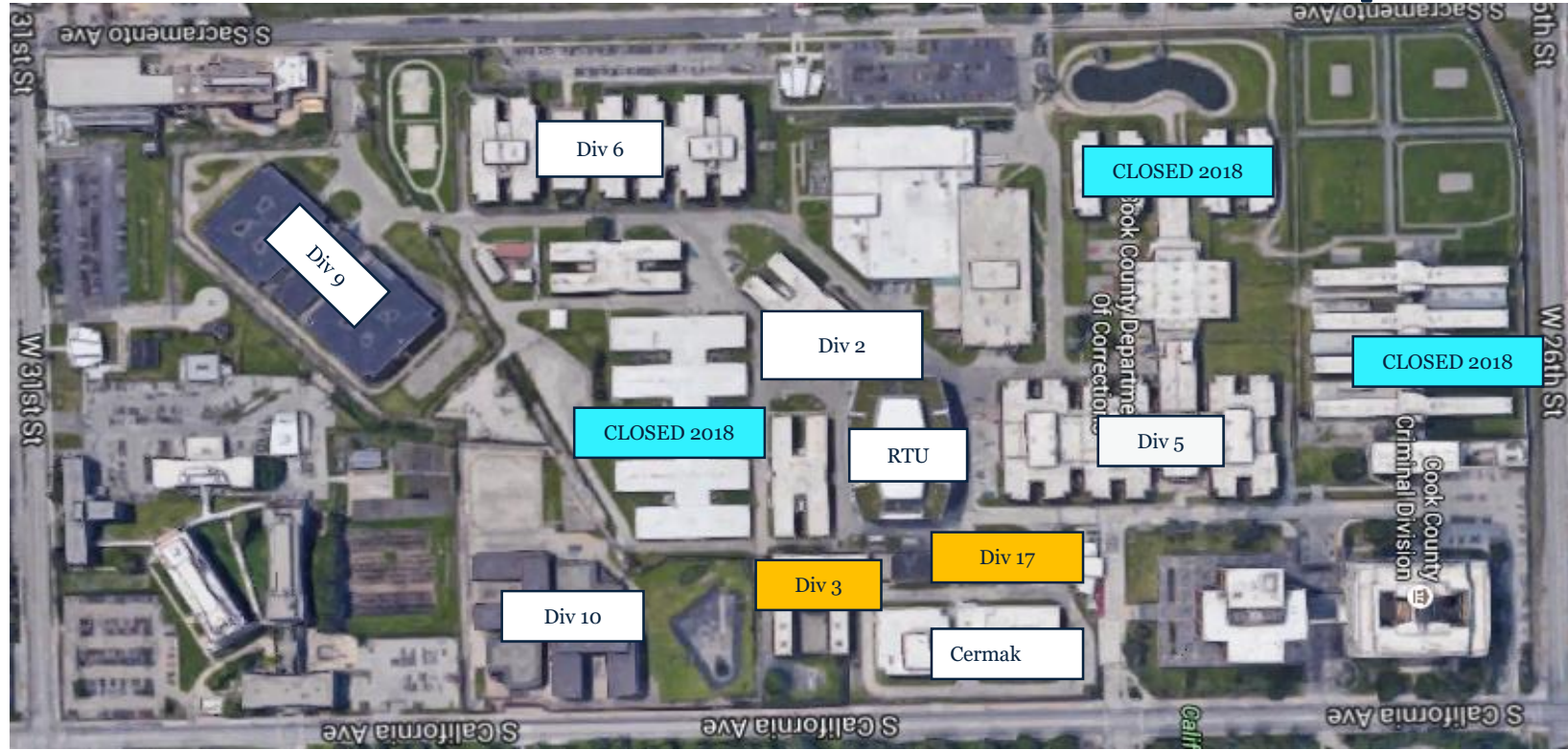
CCH Correctional Health

Operations and Services Overview



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Cermak Health Services: Adult Campus



96 Acre Cook County Jail Campus
 Currently 8 Buildings used as living areas by CCDOC (Orange=demolished;
 Green= closed)
 Approx. 6000 Avg. Daily Population Housed On-Campus
 Medical Dispensary in each living unit
 On-Site Pharmacy
 24/7 Urgent Care
 Dialysis center
 PT/OT department

Services by Division:

All:

- Primary Care Clinic
- Health Service Requests
- Dental
- Lab
- Mental Health Services
- Access to Urgent Care and Specialty clinics

Division 2 and 11

- All above plus
- Keep on Person Medications

Division 6, 9, 5 and 10

- All above plus
- Nurse Medication Pass

Division 8 (RTU)

- All above plus
- 24 hour nursing care
- Medical Detox
- CPAP

Division 8 (Special Care Unit)

- All above plus
- Highest service level for mental health and medical

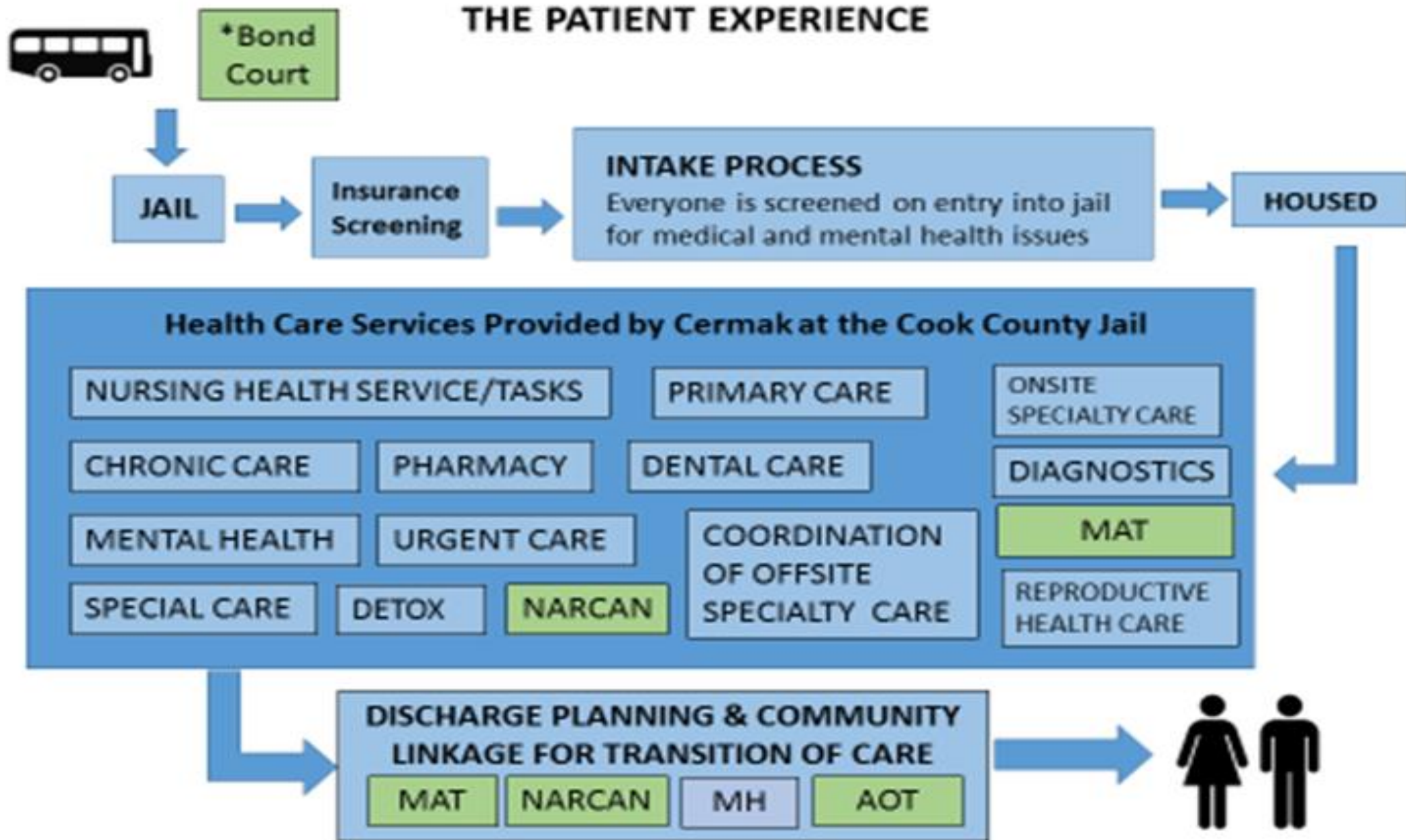


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CCH Correctional Health Services

- 24-hour **Urgent Care**/ paramedic response teams
- 24-hour **Special Care Units** – (medical and psychiatric, approx. 80 beds each)
- 24-hour **crisis mental health** team
- **Detox Unit** for patients **at risk** for ETOH/benzo and opioid withdrawal
- **Medication Assisted Treatment for Substance Use Disorders**
- On-site **specialty clinics** includes most commonly accessed services
- **Radiology**, including X-rays, CAT Scans, ultrasound
- **Hemodialysis unit (Monday, Wednesday, and Friday)**
- **Physical Therapy/Occupational therapy-** not Acute Rehab
- **Infection Control** Prevention and Control

THE PATIENT EXPERIENCE



Behavioral Health

CCHS Correctional Health provides a wide range of onsite services including:

- Mental Health screening & assessment
- 24-hour crisis intervention and stabilization
- Psychiatric services
- Therapeutic treatment services
 - Individual counseling and supportive psychotherapy
 - Group counseling and psychoeducation
 - Community linkage
- Involuntary medication petitions

Jail Population Decrease Impact on Mental Health Caseload

Mental Health Caseload

2016	2,000 patients	or 23% total population	(8,300)
2017	2,100 patients	or 27.0% total population	(7,400)
2018	2,123 patients	or 35.6% total population	(5,921)

Substance Use Disorder Treatment: Narcan

Cermak Rx - Naloxone Dispensing Program Summary							
Week	# Rx Educated	Sheriff Handout @ D/C		Monthly TAT - Edu to Dispense (day)			
		# Received	# Refused	Avg	Max	Min	Median
Aug - Nov 2016	201	36	14				
Dec - Nov 2017	1699	1034	3				
December-17	199	158	0	75	425	1	29
January-18	297	175	0	50	482	0	11
February-18	233	167	0	70	541	0	14
March-18	284	199	1	54	585	0	26
April-18	268	212	0	85	490	0	19
May-18	286	201	0	91	593	0	23
June-18	299	170	0	107	633	0	36
July-18	307	224	0	103	728	0	35
August-18	262	221	0	118	693	0	41
September-18	215	190	0	123	716	0	49
October-18	230	196	0	130	733	0	53
November-18	203	187	0	161	749	0	73
December-18	171	149	0	189	789	0	143
Total =	5154	3519	18	87	789	0	25



Physical Medicine

- Provider Visits approximately 7,000 per month
 - Primary Care ~1,400 per month
 - Medical Special Care Unit > 500 per month
- Urgent Care Visits > 1,300 per month
- Secondary Screening Visits > 1,300 per month

Physical Medicine

CQI STATISTICS & PERFORMANCE INDICATORS	INDICATOR	</>/ =	GOAL	JANUARY	FEBRUARY	MARCH	APRIL	MAY	JUNE	JULY	AUGUST	SEPT	OCT
CHRONIC CARE	TITLE												
GENERAL	TITLE												
# of Patients with DM	STATISTIC												
# of Patients with ASTHMA	STATISTIC												
# of Patients with HTN	STATISTIC												
# of Patients with SEIZURES	STATISTIC												
DEGREE OF DIABETIC CONTROL AS MEASURED BY LAST HGA1C AMONG PATIENTS INCARCERATED >120 DAYS	TITLE												
Good <7	STATISTIC												
Fair 7-8 (<8)	STATISTIC												
Fair 8-9	STATISTIC												
Poor >9	INDICATOR	<=	20%	13.3%	16.3%	12.8%	15.7%	15.4%	9.8%	16.1%	11.4%	9.5%	7.2%



Nursing Services

CQI STATISTICS & PERFORMANCE INDICATORS	INDICATOR	</>/ =	GOAL	JANUARY	FEBRUARY	MARCH	APRIL	MAY	JUNE	JULY	AUGUST	SEPTEMBER	OCTOBER
MEDICATION ADMINISTRATION	TITLE												
# of Scheduled Meds Administered	STATISTIC			241,568	221,005	246,758				255,279	255,369	251,513	252,500
# of PRNs Administered	STATISTIC			16,012	14,264	14,731				15,085	16,363	16,195	16,089
Given / Ordered (minus refusals)	INDICATOR	>=	90%	94.7%	94.8%	95.2%				94.5%	95.0%	95.5%	95.2%
# of refusals	STATISTIC			24,990	22,852	26,244				28,882	30,877	30,987	28,466

Offsite Specialty Services

CQI STATISTICS & PERFORMANCE INDICATORS	INDICATOR	< / > / =	GOAL	JANUARY	FEBRUARY	MARCH	APRIL	MAY	JUNE	JULY	AUGUST	SEPT	OCT
SCHEDULING - OFFSITE	TITLE												
Total # of Offsite Clinic visits scheduled	STATISTIC			345/477	333/478	410/540	360/473	376/510	316/432	359/481	395/553	339/472	386/521
# of Patients sent to Oral Surgery	STATISTIC			55/76	56/85	53/83	58/80	44/66	47/63	50/66	54/81	51/70	51/71 (72%)
# of Patients sent to ENT				27/41	34/42	37/48	38/37	38/51	24/36	22/31	22/28	15/18	21/31 (68%)
# of Patients sent to Hand Clinic	STATISTIC			32/44	21/25	29/45	33/42	28/32	14/19	21/30	33/37	23/30	22/27 (82%)
Specialty Clinics Appointments Kept minus refusals	INDICATOR	>=	90%	87.8%	84.7%	89.9%	90.9%	90.8%	91.6%	89.7%	88.6%	91.4%	91.5%

Top 3 Referrals

CQI and Risk Management

- Expansion of DASA License obtained which allows us to expand our MAT services
- Nursing Quality and Safety Committee which was established in October 2017
- All Staff completed High Reliability Training
- Nurse Radio Project
- Hired new position for Manager of Clinical Excellence & Performance Improvement.

Women's Health

- Approximately 10% of census (aprox. 600-700)
- Primary care clinics in all women's divisions
- STI evaluation (speculum exam etc) offered to all females within 2 weeks of arrival in jail
- Perinatal Service – prenatal clinic for pregnant and postpartum women
- Family planning services (under CCH Family Planning)
- Gyne Clinic weekly – colposcopy on site
- US – OB for dating only, no endovaginal probe
- Referrals to Stroger for MFM

Women's Health Services (continued)

- Comprehensive family planning services are offered to women pre-release, including the provision of long-acting reversible contraceptive methods.
- Office of Women's Health of Illinois Dept of Public Health provided training and implementation support.
- CCH Family Planning oversees, administers grant funds, collects and reports data

Patient Feedback

“My goals: get released from jail, stay clean, live a normal life, have a healthy pregnancy”

“I have received more medical care here in the past 6 months than I have in my whole life.”

“I wouldn’t have followed up for birth control on the outside, I’m glad I’m getting it done now.”

“I think it’s good for me to leave jail with birth control because I want to take time with my three daughters and gain our bond back. I don’t need another baby until I am stable and with my life back on track.”

Patient Feedback

One woman planned to ask her judge for an extension of her stay in order to get her IUD placed before release. Luckily, this was not needed.

"I'm an addict... and while I work on figuring that part of my life out the last thing I need is to get pregnant. Getting a Nexplanon is the most responsible thing I've done in my life."

"The staff and services were excellent. It really means a lot to me and will help my recovery now that I don't have to worry about birth control."

"Getting birth control before I left CCDOC was very important to me. Now I can focus on my two young children and getting back to school and my future. Thank you so much!"

Radiology

CQI STATISTICS & PERFORMANCE INDICATORS	INDICATOR	< / > / =	GOAL	JANUARY	FEBRUARY	MARCH	APRIL	MAY	JUNE	JULY	AUGUST	SEPT	OCT
RADIOLOGY	TITLE												
# of screening xrays	STATISTIC			2,857	2,562	3,191	2,840	3,371	3212	3,330	3,267	2,988	2,956
CT scans	STATISTIC			119	92	120	92	139	98	111	112	77	124
US's done	STATISTIC			68	68	86	69	102	69	81	92	68	69
Echo's done	STATISTIC			38	30	6	46	31	41	41	41	38	56
General X-rays	STATISTIC			799	631	629	682	671	585	591	666	576	633

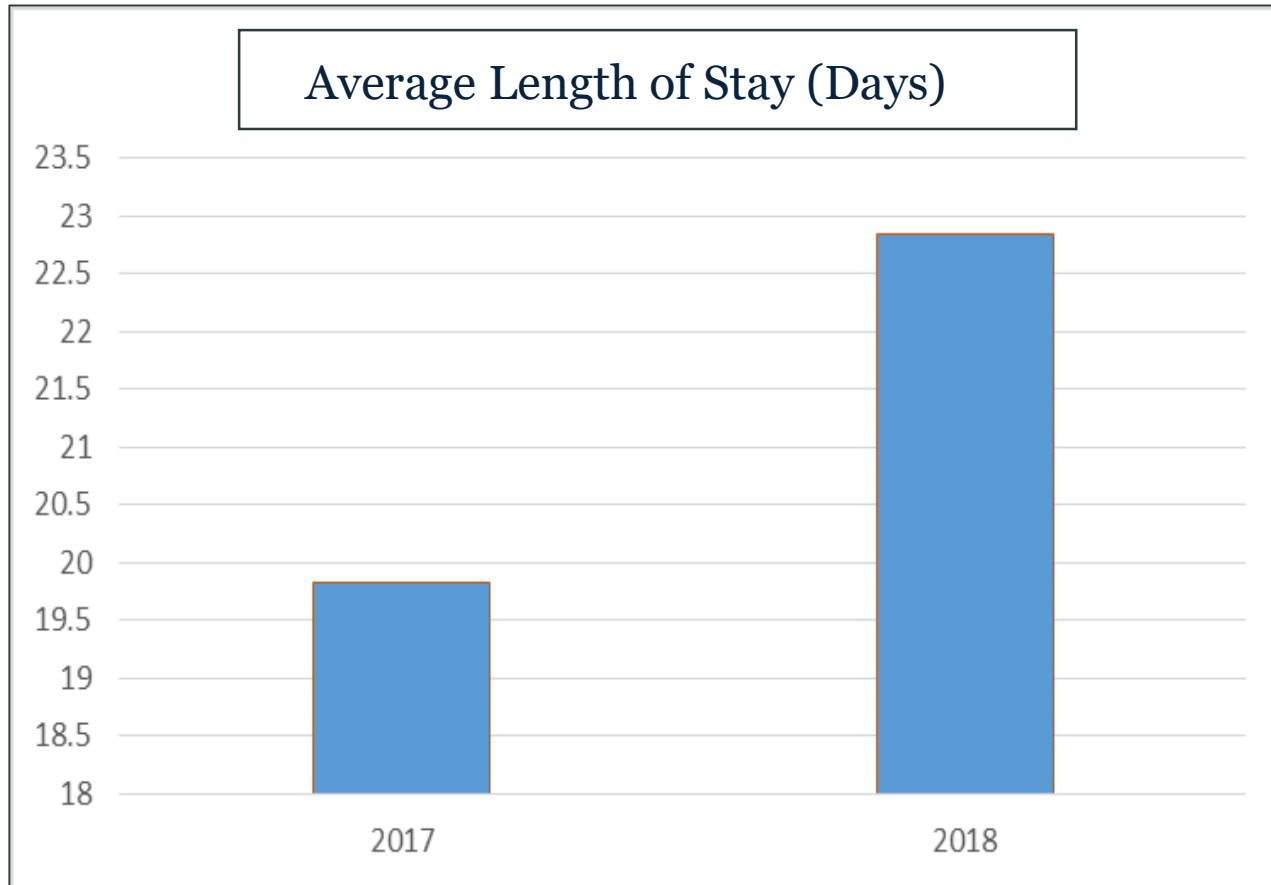


Juvenile Temporary Detention Center

- Provides a safe, secure, structured temporary residency for youth ages 13-21 with pending legal action in the Cook County Court System
- Five story, six level facility, the largest free standing juvenile detention center in the nation
- 600 employees
- The functional capacity is 382. Average Daily Census 180.



Juvenile Temporary Detention Center



On Site Services

- Educational services
- 24 hour nursing care
- Pediatricians
- Dental services
- Psychiatrists
- Psychologists
- Mental Health Specialists
- Clinical Social Workers
- Case Management

JTDC Milestone Activities

April 17, 2016 – RMIS Go-Live (*Resident Management Information System*)

September 26, 2016 – Cerner electronic medical records Go-Live

February 28, 2017 – Onsite ECG

March 1, 2017 – onsite Pediatric Cardiology

April 17, 2017 – KOP expansion

June 19, 2017 – Dentrrix electronic dental records

June 26, 2018 – 1st Chicago Run Program at JTDC (*2nd in 10/27/18*)

August 28, 2018 – Transition of Behavioral Health Services from NU to CCH

October 10, 2018 – Transition Planning re: AT residents transfer to DOC

October 30, 2018 – 2nd Breast Cancer Awareness Program

November 2, 2018 – Telepsychiatry, Fridays 1:00-4:00 p.m.

November 5, 2018 – Return of Art Therapist at the JTDC facility for Murals Program

Impact 2020 Recap



Status and Results

- Deliver High Quality Care
- Grow to Serve and Compete
- Foster Fiscal Stewardship
- Invest in Resources
- Leverage Valuable Assets
- Impact Social Determinants
- Advocate for patients



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Impact 2020

Progress & Updates

Focus Area	Name	Status
Nurse Radio Project	Nursing staff received radios to be able to contact from anywhere on campus	Complete
Scheduling automation by location and clinic	Using Cerner EMR to notify CCDOC of scheduled appointments and clinic visits	Complete
HSRF project	Using Cerner EMR and logic to improve HSRF process	In progress
Passed DOJ	May 2018	Complete
Completed High Reliability training	System initiative for patient safety culture	Complete phase one all staff training

HSRF: Health Services Request Form

Impact 2020

Progress & Updates

Focus Area	Name	Status
Efficiencies in Lab services (decentralized)	Moved lab draws out to divisions and trained nursing staff	Complete
Eliminated Medication software vendor for Cerner (one record)	Accuflo contract ended in July 2017	Complete
Converted from paper to EHR JTDC	Eliminated paper EMR	Complete
Awarded BH services at JTDC	Integrates care with CCH	Complete
Passed NCCHC recertification at JTDC	February 2019	Complete

Impact 2020

Progress & Updates

Focus Area	Name	Status
MAT license expanded	To include suboxone and maintenance	Complete
Narcan program	Started in August 2016 and expands each month	On going
Assumed CPAP equipment and staff	New Respiratory Therapist provides in house CPAP management and expansion of education and monitoring of patients with respiratory needs.	Complete
Expanded grievance services	Includes patient visits with RN	Ongoing



FY2020-2022

The Future

Environmental Scan of Market, Best Practices and Trends



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Environmental Scan of Market, Best Practices, Trends

- Share our best practices and innovations with other jails as recommended by DOJ including Women's Health, Grievance process,

- Telehealth:

Behavioral Health telehealth assessments

Behavioral Health and MAT telehealth visit with Stroger and Provident provider

Wound care rounds for nurse training with face time

Round table with experts and detainees

- Behavioral Health and Medication Assisted Treatment expansions
- Transitions in Care:

Nurse Navigator

Return to community: expanding warm handoffs

- Nursing training:

Use SIM Lab for common exams and special exams setting specific

Legend

Current Project
Future Project

Juvenile Temporary Detention Center (JTDC)

Community partnerships and linkages post discharge

- Partner with community agencies in providing sexually transmitted infection education to the residents.
- Link soon-to-be-released residents to their primary care provider by providing a summary of health services they received at the facility for continuity of care.

Healthy JTDC 2020

- On-going 3K Chicago Run
- Parenting Classes
- Health Awareness Presentations: Breast Cancer, HIV, Lupus, Lung Cancer
- Smoking Cessation Classes for staff

Maintain NCCHC Accreditation (successful 2019 survey)

National Commission on Correctional Health Care – leading national organization dedicated to improving the quality of health services provided in correctional institutions.

SWOT Analysis

Strengths, Weaknesses, Opportunities, and Threats



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SWOT Analysis

Strengths

- Connection to system/shared EMR
- High Reliability culture expectations
- Dedicated high caliber clinical staff
- Better care creates healthier community
- Early identification of problems through intake screening

Weaknesses

- Staffing challenges
- Grey zones with roles and responsibilities in a complex, high-risk environment
- Infrastructure challenges (plant and physical structures)
- Unpredictable discharge that is unrelated to clinical needs

Opportunities

- Care transitions
- Ground zero for Opioid crisis
- Expanding telehealth
- Share DOJ identified national best practices with other jails nationally
- Solidify JTDC services in jail and community with new positions and focus
- Strengthen DOC partnership

Threats

- Highly litigious atmosphere
- Older and sicker incarceration trends
- Detainee stigma (societal)
- High cost therapeutics and other medications
- Longer stays

FY 2020-2022



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Deliver High Quality Care

FY 2020-2022 Strategic Planning Recommendations

- Continue with High Reliability Journey to deliver safe, high quality care
- Expand transition into the community services through partnerships with CCH care management and PCMH providers

Foster Fiscal Stewardship

FY 2020-2022 Strategic Planning Recommendations

- Improve process for risk avoidance and mitigation
- Data dashboard expansion to inform care and create efficiencies

Invest in Resources

FY 2020-2022 Strategic Planning Recommendations

- Moving Correctional Focused Training to LMS system
- Trauma informed Care training
- PREA training

Impact Social Determinants/Advocate for Patients FY 2020-2022 Strategic Planning Recommendations

- Medication Assisted Treatment
- Medicaid enrollment
- Expanding Electronic Monitoring with stable housing



Thank you.



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